

Board of Selectmen and Town Manager Goals for January 1, 2014 through January 1, 2015

1. Customer Service	April 30, 2014	July 1, 2014	October 1, 2014	January 1, 2015
a. Update Customer Service Policy based on best practices of other communities	TM to provide BoS with updated C.S. policy for their review and approval	C.S policy distributed to Town employees and posted on website		
b. Customer Service Training Program	HR Director to develop C.S. training program for AIEA and AFSCME employees	C.S program conducted	C.S. program conducted	C.S. program conducted
c. Department Customer Service Improvements and Initiatives	Dept Heads to list C.S. improvement programs and initiatives	Continue with C.S. programs	Continue with C.S. programs	Continue with C.S. programs
d. Develop Performance Measurements for each department	Asst. TM initiated performance measurement improvements in the TM's FY15 Rec. Budget	Work with Dept Heads to further refine and improve their performance indicators	Develop and present a Citizen Centric Report/Dashboard containing Town-wide performance measures	
2. Unified Communication Infrastructure	April 30, 2014	July 1, 2014	October 1, 2014	January 1, 2015
a. Replace existing Centrex Phone System with VoIP	CIO installing new VoIP in new Bancroft School	Begin installation of new VoIP in schools and town buildings	Installation of the new VoIP phone system completed by October 1 st	
b. Transition to a new decentralized Town Website/Content Management System /e-Gov Service delivery platform	CIO and Asst. TM to develop proposed project approach, tasks, schedule, and specifications for new Town website/e-Gov platform	BoS to endorse the recommended approach and proposed transition plan; staff initiates the project	Continue with completing the various website project tasks	Launch new website by December 31 st
3. Parking Management Plan	April 30, 2014	July 1, 2014	October 1, 2014	January 1, 2015
a. Develop a Parking Management Plan for the Downtown Business District that addresses: <ul style="list-style-type: none"> How parking is currently used Review enforcement Review pricing 	Planning Dir., APD & EDC present CIP request for \$18,000 for the 2014 ATM	Issue RFP and award consulting contract; conduct parking strategy workshop with stakeholders	Develop and circulate draft Parking Management Plan with recommendations	Final report to be presented to the BoS in mid to late October

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<ul style="list-style-type: none"> Identify deficiencies and recommend solutions 				
4. Permitting Approval Process	April 30, 2014	July 1, 2014	October 1, 2014	January 1, 2015
a. Improve the timeliness and predictability of the CD&P permitting process	CD&P boards and committees (PB,CC,BH,ZBA,DRB) to provide recommendations on making the permitting process more efficient	CD&P staff to draft findings and recommendations report, with process improvements by July 1 st	Draft report to be reviewed by CD&P boards and committees; Final report to the BoS and EDC by Sept. 15 th	
b. CD&P – boards, committees, staff and stakeholders to recommend process improvements	Staff working with a process improvement engineer from Raytheon Corp. to review the permitting process and recommendations, and identify potential improvements			
c. Provide BoS, EDC, and CD&P boards and committees with a set of recommendations to make permitting process more efficient for the applicant and the Town	Staff to meet with stakeholders (applicant, developers, land use attorneys) to obtain their recommendations			
5. Town Yard/Municipal Services Facility	April 30, 2014	July 1, 2014	October 1, 2014	January 1, 2015
a. To provide BoS with low-cost options and feasible solutions to provide current services that exist at the Town Yard	TM, MS Dir., Asst. MS Dir., Pl. Dir. and Wesson & Sampson consultant to review the program verification and consolidation opportunities	Draft report completed by May 1 st ;	BoS and staff to hold work-sessions in July, August and September to review Final Report	BoS to select low-cost, feasible Town Yard/Muni Services Facility solution by October 15 th ;
b. To look at opportunities to relocate on Town property(ies)		Review draft report and cost information;		
				Selected plan to be in

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<p>c. To look for outsource opportunities</p> <p>d. Goal is to present Town Yard/Muni Services facility solution to the ATM in May, 2015</p>	<p>Prepare updated Town Yard concept alternatives at Lewis Street, Red Spring Road, and West Andover Fire Station site</p>	<p>Present Final Report and recommendations to the to the BoS by June 15th</p> <p>BoS and staff to hold a work-session in June to review final report</p>		<p>the FY-16 CIP;</p> <p>Warrant articles drafted for the May, 2015 ATM</p>
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